

## REMOTE DIAGNOSTIC TOOL FOR A MEDIA DELIVERY NETWORK

### Abstract of the Disclosure

5

A Media Delivery Diagnostic System can be deployed in response to a customer complaint or in an autonomous fashion. When a customer complains to a Media Delivery Service Provider, the complaint can be passed to a diagnostic service center. The diagnostic service center can 10 initiate a query or command and transmit the query or command to a Media Distribution Device (MDD). The query or command can be processed by an intelligent diagnostic agent residing in the MDD. When the intelligent diagnostic agent receives the query or command, it can perform a diagnostic evaluation of the MDD and any other devices connected to the MDD. The 15 intelligent diagnostic agent can transmit diagnostic data back to the diagnostic service center. The diagnostic data may be operational data and/or operational parameters related to the MDD, the identification of a problem with the MDD, or an indication that the intelligent diagnostic agent failed to identify a problem in the MDD. In response to the receipt of 20 diagnostic data from the MDD, the diagnostic service center can send a supplemental query or command to instruct the intelligent diagnostic agent to perform a remedial action.